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From: 4057558377 Telecom Professional

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2009-380-C

Judith A. Riley, J.D.

12316 Hidden Forest Blvd.  
Oklahoma City, Ok 73142

October 30, 2019

Via Fax

Public Service Commission of South Carolina  
Saluda Building  
101 Executive Center Drive  
Columbia, SC 29210  
Phone (803) 896-5125  
Fax (803) 896-5199

RECEIVED  
OCT 30 2019  
PSC SC  
CLERK'S OFFICE

**RE: Service Quality Report – 3rd Quarter 2019 (ending September 30, 2019)**

Dear Commission, with copy to Office of Regulatory Staff,

This filing contains the 3rd quarter 2019 SCPSC Quarterly Service Quality Report for Velocity  
The Greatest Phone Company Ever, Inc. If you need any additional information, please contact  
me at (405) 755-8177 ext. 2103, or by email at [mdean@telecompliance.net](mailto:mdean@telecompliance.net).

Sincerely,

/s/ Matt W. Dean

Matt W. Dean  
Regulatory Consultant

Cc: Jim McDaniel; Office of Regulatory Staff; [jimcdaniel@ors.sc.gov](mailto:jimcdaniel@ors.sc.gov)

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**SCPC CLEC - QUARTERLY SERVICE REPORT**

## SOUTH CAROLINA OPERATIONS

3rd Quarter Results

Jul, Aug, Sep 2019

COMPANY NAME VELOCITY THE GREATEST PHONE COMPANY EVER, INC.QUARTER/YEAR 3rd Quarter / 2019

Month:	<u>July</u>	<u>August</u>	<u>September</u>
Number of customer Access Lines	<u>137</u>	<u>133</u>	<u>133</u>
Trouble Report / Access Line (%)	<u>0.00%</u>	<u>0.00%</u>	<u>0.00%</u>
Customer Out of Service Clearing Times (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
New Installs Completed within 5 Days (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
Commitment Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations \_\_\_\_\_  
\_\_\_\_\_Person Making Report / Contact Information Mike Steedman 419.491.0809 compliance@velocity.org  
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